

RECORDS MANAGEMENT TRAINING PROGRAM

THE THEME OF THE THIRD MEETING was the application of records management principles to office situations.

STAT [] defined a records survey as "management analysis and planning applied to records."

Explaining the techniques utilized in making surveys, she detailed the five essential steps a records analyst should follow:

1. Preliminary planning
2. Collecting survey data
3. Analyzing data and formulating recommendations
4. Preparing the report
5. Installing the recommendations

STAT [] indicated that the analyst's job is never complete until the recommendations are installed; and she added that a post audit of the project is a desirable follow-up.

STAT [] pointed out that the many manhours involved in the creation of correspondence result in a high per-letter cost in government - from 75¢ to \$3.00. She emphasized that savings in both time and money can be made through the effective application of:

1. Standards and Guides - such as correspondence style manuals; form letters; guides for effective letter writing; automatic typewriters
2. Training - including not only refresher courses for the clerical staff but courses for the administrative staff; on-the-job training at all organizational levels; specialized training
3. Systems and Procedures - for example, using a correspondence guide when writing letters instead of dictating
4. Control - to eliminate unnecessary copies; maintain flow within channels; insure proper security

STAT [] announced that GSA is preparing a series of booklets which all agencies may use as guides in their correspondence management programs.

IN TODAY'S MEETING, and in our future meetings, the discussion will be slanted toward the implementation of a records management program in the Agency.

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